

JOB MAINTENANCE SKILL ASSESSMENT

The following questions will help you identify job maintenance skills in which you excel and target those which you need to develop. By yourself or with your team try to answer each of the questions as honestly as possible. After completing this independent living skills assessment, review it with your team and identify those skills you would like to strengthen.

	<i>I do not know how to do this</i>	<i>I need to know more about this</i>	<i>I can do/ have done this</i>
1. Am able to get to work on time every day.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Know how to dress for work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Can work all the hours I am scheduled for each week (40 hours per week for full-time employment).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Am cooperative and flexible when asked to learn new tasks as part of my job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Can follow directions from a supervisor/employer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Can get along with the people I work with and know how to handle myself appropriately.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Know how and whom to tell when I get upset at work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Know how to make good decisions and am able to solve problems at work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Know what to do if I am sick and cannot get to work on time or at all one day.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Am able to ask for help from my supervisor if I have questions about my job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Can deal with hurt feelings and/or anger if my supervisor should tell me I did something wrong.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Know how much I will be paid for each hour or week I work and can understand my paycheck deductions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	<i>I do not know how to do this</i>	<i>I need to know more about this</i>	<i>I can do/have done this</i>
13. Know what my employee benefits are: health insurance, sick leave, vacation leave, overtime pay, holidays, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Know what Workman’s Compensation is.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Know how to advance in a job, prepare for a promotion, and/or qualify for a raise.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Know how to terminate my job appropriately.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Know whom to call and what to do if I think I am being discriminated against in my job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Independent Living Skills Module III

You have now completed the assessment section and identified those skills in job maintenance that you would like to strengthen in order to be better able to do things on your own. The following guide can help you in planning how you can learn about and practice these skills. Choose a few skills that you want to develop, and with your team, write down your plan of action. Remember, once you accomplish these goals you can go back to your assessment tool and select new goals to build on your new skills.

EXAMPLE

GOAL: TO IMPROVE JOB MAINTENANCE SKILLS

State Skill 1:

To get a promotion in my job

Plan:

- Talk to my supervisor to find out what opportunities there are for promotions
- Talk to people who are doing the jobs I want to get promoted to, find out what skills I need
- Make a plan for a training program to learn the new skills I'll need for the job I want to move into

When:











- 1 hour a week for the next 2 weeks
- 1/2 hour each week for the next 4 weeks
- 2 hours for the next 6 weeks











Who:

- I'll speak with my supervisor, Mrs. Chung
- I'll speak with people in the jobs I would like to be promoted into
- I'll work with my supervisor and foster parent

Independent Living Skills Module III

GOAL: TO IMPROVE JOB MAINTENANCE SKILLS

State Skill 1: to be developed and/or improved			Plan: how do you plan to learn, develop and improve this skill?				When: when, where, and how often will you work on this skill and by when will you have mastered this?				Who: will assist you?		
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State Skill 2: to be developed and/or improved			Plan: how do you plan to learn, develop and improve this skill?				When: when, where, and how often will you work on this skill and by when will you have mastered this?				Who: will assist you?		
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SUCCEEDING IN THE WORLD OF WORK



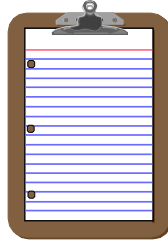
Getting a job is a great achievement. **CONGRATULATIONS!!!!**



ACTIVITY

List some of the benefits of your present job.

Now that you're a member of the work force, you'll want to keep these few tips and general expectations in mind:



- Get to work on time.
- Learn your company's rules and policies. (Is your lunch period 30 45 minutes?)
- Listen and follow directions carefully. If you have any questions about your duties, don't hesitate to ask your supervisor.
- Don't miss work without a good excuse. If you are going to be late or miss a day of work because you are sick, be sure to call your supervisor in advance.
- Try to be flexible. An employee who is willing to learn new tasks or to help out in a crisis might be the employee who receives a raise or a promotion.
- Be a team player.
- Exhibit good communication skills.
- Be polite.
- Exhibit good decision making and problem solving skills.
- Keep up with the work pace.

Do you think any of the above listed expectations would be difficult for you to meet? If so, which one(s)?

Why?

**ACTIVITY**

Take an inventory of your work habits.

The following statements reflect work habits that are important to most employers. How do your work habits rate? Circle the answer that describes your behavior most clearly.

I come to work early.

Often**Sometimes****Never****Rarely**

I talk with my friends at work about things other than work.

Often**Sometimes****Never****Rarely**

I am willing to do things that are outside my regular duties.

Often**Sometimes****Never****Rarely**

I call in to work sick when I am not sick.

Often**Sometimes****Never****Rarely**

I make sure all my work is done before I leave.

Often**Sometimes****Never****Rarely**

When I don't know how to do something, I ask questions or seek my supervisor.

Often**Sometimes****Never****Rarely**

When I have ideas or ways to improve production or the work environment, I share them with my supervisor.

Often**Sometimes****Never****Rarely**

I complain to my fellow workers about my company and my supervisor.

Often**Sometimes****Never****Rarely**

Think about your work habits. Do they demonstrate:

- | | <u>Yes</u> | <u>No</u> |
|--|--------------------------|--------------------------|
| • A full day's work for a full day's pay? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Good use of your time at work? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Flexibility in work assignments? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Willingness to help out? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Respect for your employer's property? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Loyalty to your employer? | <input type="checkbox"/> | <input type="checkbox"/> |
| • If you were an employer, would you hire you? | <input type="checkbox"/> | <input type="checkbox"/> |

As stated earlier problem solving and decision making skills are important assets.





ACTIVITY

Problem solving skills are important assets for all employees and will help you to maintain your job. The following examples consist of problems that you might run into at work. Read the description of the situation, then offer your solution.



BETH

Beth took the job as a nurse’s aide because she really enjoys working with and caring for people. However, work is not what Beth expected. She has found that she spends her time at work emptying bed pans, counting supplies, and running errands for the nurses. Her job will give her tuition benefits for nursing courses; however, she will have to work at the hospital for a year before she can receive this benefit. Beth thinks that it will take at least six years to get a nursing degree if she goes to school while she works. She recently heard about a job at a daycare center. The job pays the same, but there are no educational benefits.

If you were Beth, what would you do? What would you advise Beth to do?



JASON

Jason is part of a cleaning crew in an office building. He has keys to unlock the offices so he can clean them. It is 7:00 P.M. and the office building is closed. A man comes up to the building, asks Jason to let him inside and then into his office. The man says he has forgotten his keys, has left his briefcase inside and is leaving on a plane at 9:00 tonight.

If you were in Jason’s place, what would you do?



TIASHA

Tiasha is walking into work at Filene’s when Ken pulls up next to her in the parking lot. Ken tells her that in order to use the car he had to agree to drop his brother off at school and he will be a few minutes late for work. Ken then asks Tiasha to punch his time card.

If you were Tiasha, what would you do? What would you advise her to do?



LISA

Lisa is a new computer keypunch operator. Some of her co-workers tell her to slow down her work pace. Her co-workers claim she is making them look bad. The machine records the number of entries at the end of the night. Lisa thinks her amount of work is appropriate; however, she doesn’t want to make other people in the office angry.

If you were Lisa, what would you do? How can you help her to solve her problem?



CARLOS

Carlos works at a fast food restaurant. He knows that Roger, a friend and co-worker, adds free fries and shakes to friends’ orders when he can. These friends are now asking Carlos for free food. They tell him that he doesn’t have as much courage as Roger or he would slip them some food.

If you were Carlos, what would you do?



JAMES

James lives a long way from his job. He takes the first bus that comes near his house. The bus is scheduled to pass his corner at 6:30 A.M.; however, it is frequently late. When the bus is late, James usually misses his transfer connection. The last time James was late, his boss warned him not to be late again. James’ bus was late this morning. He is dreading his arrival at work. He knows he will be late again.

If you were James, what would you do?

Can you think of any problems you would have difficulty solving at your workplace?





If so, describe.

List all the possible solutions for your potential problem at work.

-  SOLUTION 1 _____
-  SOLUTION 2 _____
-  SOLUTION 3 _____
-  SOLUTION 4 _____

Now you can evaluate the...

Pros and Cons

	Pros	Cons
 SOLUTION 1		
 SOLUTION 2		
 SOLUTION 3		
 SOLUTION 4		

After evaluating the pros and cons above, I think the best possible solution to my problem is:

In addition to the benefits of your present job, here are some additional reasons to maintain your employment:

- Salary increases usually come with length of time employed.
- People who frequently change jobs continue to start their salaries at entry level.
- Benefits such as vacations, sick pay, tuition payment plans, promotional opportunities, and pension plans may only be available after an employee completes a specific amount of time on the job. These benefits usually increase with the length of time employed.
- Employer references are an important part of future job searches; being fired from a job can limit future employment opportunities.
- Employment counselors advise keeping your job while looking for another because an employed person usually makes a better candidate than an unemployed one. (Employers tend to be suspicious of gaps in an employment record.)
- As employment history is part of your credentials, employers expect job changes for advancement in position, salary increases, and in order to develop new skills.

However, all of us change jobs at times for various reasons.

Under which circumstances would you consider changing jobs?

How would you appropriately terminate your previous job?

I would talk to: _____

I would give _____ notice.

I would explain that _____

Consider the following examples:

ANDREA

Andrea started to work at a retail store four days ago. The job is not what she expected and she does not like her supervisor. In the middle of her shift, Andrea tells her manager that she is quitting and walks out.

Was this a good decision?

What possible consequences might Andrea’s decision have for her?

What strategies does Andrea need to work on to improve her job maintenance skills?

JASON

Jason gets into a fight with one of his co-workers about a girl they both like. They start yelling at each other in front of the customers in the grocery store they both work in. The manager tells them to stop fighting. However, Jason is so angry that he continues to scream. The manager fires him.

What possible consequence could Jason’s firing have for him?

What strategies does Jason need to work on in order to improve his job maintenance skills?

Can you think of with two examples of why someone might lose his/her job due to poor job maintenance skills?

1

2

Why do you think it is important to maintain a good employment record?

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Now that you have utilized your own experiences and the information given in this workbook, you can establish your employment plan. You might want to follow the sample on the following page to do so:

